

Province: Mbhashe Local Municipality(EC 121) - Schedule of Service Delivery Standards Table 2016-17

Standard	Description	Service Level
<b>Solid Waste Removal</b>		
Premise based removal (Residential Frequency)		ONCE A WEEK
Premise based removal (Business Frequency)		EVERY DAY
Bulk Removal (Frequency)		TWICE A WEEK
Removal Bags provided(Yes/No)		YES
Garden refuse removal Included (Yes/No)		NO
Street Cleaning Frequency in CBD		EVERY DAY
Street Cleaning Frequency in areas excluding CBD		EVERY DAY
How soon are public areas cleaned after events (24hours/48hours/longer)		WITHIN 24 HRS
Clearing of illegal dumping (24hours/48hours/longer)		24 HRS
Recycling or environmentally friendly practices(Yes/No)		YES
Licensed landfill site(Yes/No)		YES
<b>Water Service</b>		
Water Quality rating (Blue/Green/Brown/NO drop)		N/A
Is free water available to all? (All/only to the indigent consumers)		N/A
Frequency of meter reading? (per month, per year)		N/A
Are estimated consumption calculated on actual consumption over (two month's/three month's/longer period)		N/A
On average for how long does the municipality use estimates before reverting back to actual readings? (months)		N/A
<b>Duration (hours) before availability of water is restored in cases of service interruption (complete the sub questions)</b>		
One service connection affected (number of hours)		N/A
Up to 5 service connection affected (number of hours)		N/A
Up to 20 service connection affected (number of hours)		N/A
Feeder pipe larger than 800mm (number of hours)		N/A
What is the average minimum water flow in your municipality?		N/A
Do you practice any environmental or scarce resource protection activities as part of your operations? (Yes/No)		N/A
How long does it take to replace faulty water meters? (days)		N/A
N/A		N/A
<b>Electricity Service</b>		
What is your electricity availability percentage on average per month?		N/A
Do your municipality have a ripple control in place that is operational? (Yes/No)		N/A
How much do you estimate is the cost saving in utilizing the ripple control system?		N/A
What is the frequency of meters being read? (per month, per year)		N/A
Are estimated consumption calculated at consumption over (two month's/three month's/longer period)		N/A
On average for how long does the municipality use estimates before reverting back to actual readings? (months)		N/A
Duration before availability of electricity is restored in cases of breakages (immediately/one day/two days/longer)		N/A
Are accounts normally calculated on actual readings? (Yes/no)		N/A
Do you practice any environmental or scarce resource protection activities as part of your operations? (Yes/No)		N/A
How long does it take to replace faulty meters? (days)		N/A
Do you have a plan to prevent illegal connections and prevention of electricity theft? (Yes/No)		N/A
How effective is the action plan in curbing line losses? (Good/Bad)		N/A
How soon does the municipality provide a quotation to a customer upon a written request? (days)		N/A
How long does the municipality takes to provide electricity service where existing infrastructure can be used? (working days)		N/A
How long does the municipality takes to provide electricity service for low voltage users where network extension is not required? (working days)		N/A
How long does the municipality takes to provide electricity service for high voltage users where network extension is not required? (working days)		N/A
<b>Sewerage Service</b>		
Are your purification system effective enough to put water back in to the system after purification?		N/A
To what extend do you subsidize your indigent consumers?		N/A
<b>How long does it take to restore sewerage breakages on average</b>		
Severe overflow? (hours)		N/A
Sewer blocked pipes: Large pipes? (Hours)		N/A
Sewer blocked pipes: Small pipes? (Hours)		N/A
Spillage clean-up? (hours)		N/A
Replacement of manhole covers? (Hours)		N/A
<b>Road Infrastructure Services</b>		
Time taken to repair a single pothole on a major road? (Hours)		7HRS
Time taken to repair a single pothole on a minor road? (Hours)		5 HRS
Time taken to repair a road following an open trench service crossing? (Hours)		8 HRS
Time taken to repair walkways? (Hours)		3 HRS